

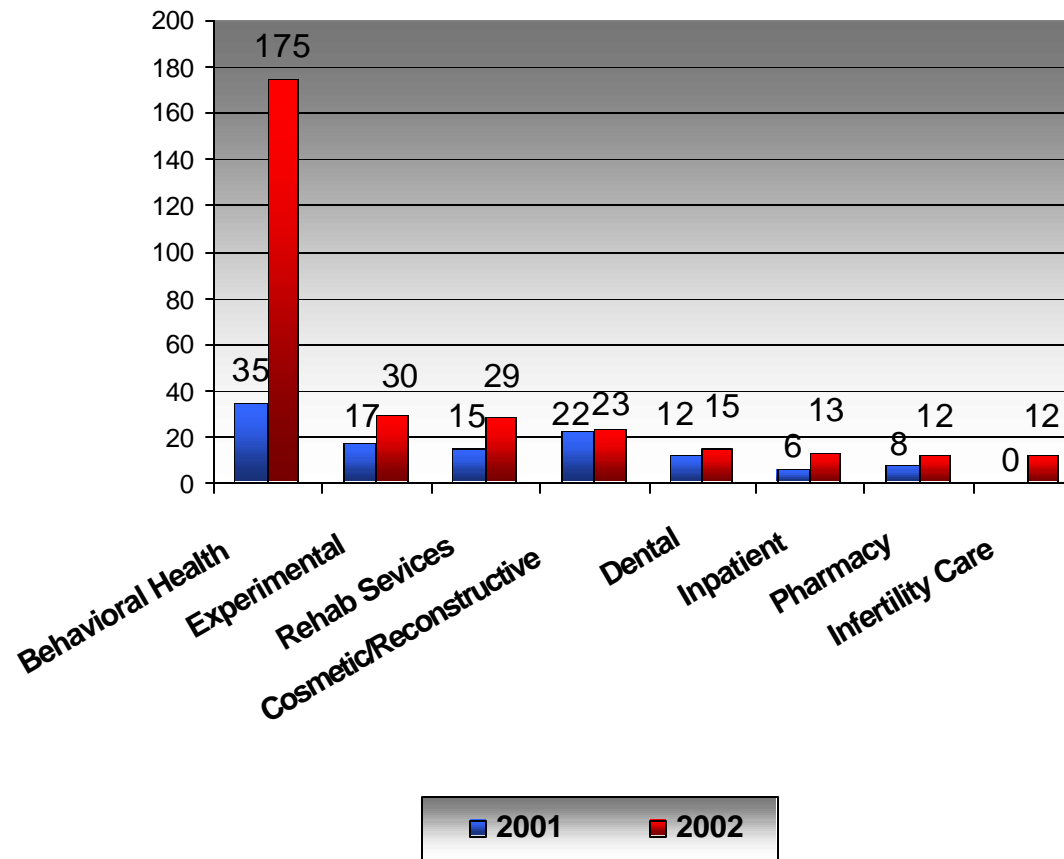
Massachusetts Department of Public Health

Office of Patient Protection

External Review Requests January 2002 – December 2002

336 Total Cases	Upheld	Overturn	Partial Overturn	Resolved	Expedited			Time- frame Not Met	Case Ineligible	Totals
Appeal Type					Upheld	Overturn	Partial Overturn			
Behavioral Health	40	24	20	15	21	15	5	1	34	175
Cosmetic / Reconstructive	14	3	1						5	23
Experimental	19	5		3	1				2	30
Rehab Services	13	3		2	2		1		8	29
Dental	1	2							12	15
Pharmacy	6		1	1					4	12
Durable Med. Equip.	2	1		1					3	7
Inpatient	5	2	1	1	3				1	13
Diagnostic Services	2								2	4
Outpatient	2	2							3	7
Excluded Services									2	2
Emergency Care									2	2
Visual Services	2			1					2	5
Infertility Care	5	2							5	12
Totals	111	44	23	24	27	15	6	1	85	336

Number of External Review Requests Received by Type: 2001 and 2002 (Graph 1)



Continued.....



Number of External Review Requests Received by Type: 2001 and 2002 (Graph 2)

